



ViewStation H.323 User's Guide

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Important Safeguards

Read and understand the following instructions before using the system:

- Close supervision is necessary when the system is used by or near children. Do not leave unattended while in use.
- Only use electrical extension cords with a current rating at least equal to that of the system.
- Always disconnect the system from power before cleaning and servicing and when not in use.
- Do not spray liquids directly onto the system when cleaning. Always apply the liquid first to a static free cloth.
- Do not immerse the system in any liquid or place any liquids on it.
- Do not disassemble this system (except as instructed in the manufacturer's instructions). To reduce the risk of shock and to maintain the warranty on the system, a qualified technician must perform service or repair work.
- Connect this appliance to a grounded outlet.
- In case of lightning storms, disconnect the telephone line cord from the system, and only connect the system to surge protected power outlets.
- Keep ventilation openings free of any obstructions.
- SAVE THESE INSTRUCTIONS.

Regulatory Notices

FCC Notice

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case, the user will be required to correct the interference at his or her own expense. Changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate this equipment.

- This equipment complies with Part 68 of the FCC Rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN) for this equipment. If requested, provide this information to your telephone company.
- Before connecting your unit, you must inform your telephone company of the following information:

Port ID	REN/SOC	USOC
Loop Start ("POTS" Port)	0.8	RJ11C

- FCC compliant telephone cords and modular plugs are provided with this equipment. This equipment is designed to be connected to the telephone network or premises' wiring using a compatible modular jack, which is Part 68 compliant. See the installation instructions for details.
- Depending on capacity, you can connect multiple devices to one telephone line. The Ringer Equivalence Number (REN) is useful in determining the number of devices that can be connected to a telephone line. Excessive RENs on a telephone line might result in the devices not ringing in response to an incoming call. To determine the maximum number of devices allowed in terms of the REN rating, contact the local telephone company.
- If your system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. However, if advance notice is not practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary.
- Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.
- If you experience trouble with this equipment, contact your equipment provider for repair/warranty information. If your equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

- There are no user serviceable parts inside the videoconferencing unit, remote control, microphone, or power supply.
- This equipment may not be used on a public coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission or corporation commission for information.

Underwriters' Laboratories' Statement

The system is intended to be powered only by the supplied power supply unit.

Omnitel Statement

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1

Getting Started

Thank you for purchasing a Polycom ViewStation! You will soon discover that videoconferencing is as easy as talking on the telephone. The ViewStation is the most easy-to-use videoconferencing system on the market today. The ViewStation H.323 provides high quality, multimedia-based videoconferencing using an Internet protocol (IP) address.

The QuickStart booklet, which comes in the box with your unit, shows you how to connect the ViewStation. We hope you enjoy using the ViewStation!

What's In the Box?

When you unpack the ViewStation, the following items are included in the box. If an item is missing, contact your reseller.

- ViewStation unit



- Microphone



- Power supply and cord



- Remote control



- Read Me First document. This document provides last minute information about the ViewStation. Read this document before using the ViewStation.
- QuickStart booklet. This booklet describes the required and optional requirements for setting up the ViewStation, such as how to connect the different cables.
- User Documentation CD, which contains files for the User's Guide and the QuickStart booklet. Use the CD to view the documents online or print out sections of a document or an entire document.
- Package labeled "Required Cables", which contains three cables.
- Package labeled "Optional Equipment Cables", which contains eight cables.
- Miscellaneous package containing a hook and loop cable tie, adhesive dots, and three AAA batteries.

The Remote Control

The remote control packaged with the ViewStation is an integral part of the unit. The remote control works like the remote for your television at home. Use the remote to highlight and select icons on the television monitor, configure the address book, move your camera, adjust the volume, and place video calls.



The Microphone

The microphone provides omnidirectional digital audio input to the ViewStation and provides automatic gain control, noise suppression, echo cancellation, and a mute button. The practical range of the microphone is approximately a radius of 25 feet (8 meters).

What You Need to Get Started

To fully operate the ViewStation, you must have a local area network (LAN) connection, television monitor, and power source.

You can use any size S-Video or composite television monitor with the ViewStation. The size of the monitor should be proportional to the size of the room where you use the ViewStation. To further enhance your

videoconference, connect two monitors to the ViewStation. Use one monitor for video and the second monitor for displaying graphics.

The ViewStation power supply supports line voltages between 100V and 240V or 50Hz and 60Hz.

Setting Up the ViewStation

Connecting the ViewStation is easy. The cable connectors are color-coordinated with the corresponding connectors on the back of the ViewStation. To hook up the ViewStation, use the QuickStart booklet as a guide and follow the steps below. The QuickStart booklet is shipped in the ViewStation box. A PDF file of the QuickStart is also on the ViewStation User Documentation CD, which comes in the box.

1. Place the ViewStation unit on top of the television monitor as shown below. Make sure the front lip of the ViewStation unit hangs over the edge of the television monitor as shown in the following picture.

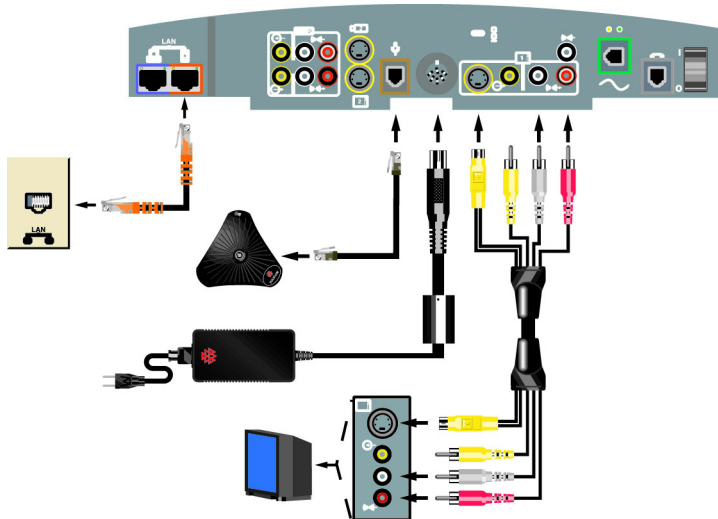


2. Center the microphone on a flat surface between the meeting participants and the ViewStation. You can use two microphones for wider audio coverage. Although one microphone only is provided with the ViewStation, you can order another one.

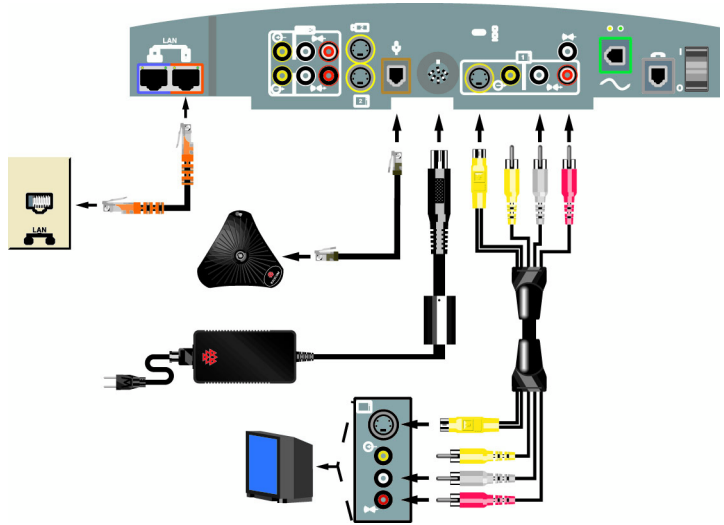
If you are using two microphones, link the second microphone to the first one. Then, plug the first microphone into the ViewStation.



3. Connect the required cables to the back of the ViewStation as shown in the diagram below. The QuickStart booklet also shows the required setup for the ViewStation.



4. Connect any optional equipment, such as an additional television monitor, a video cassette recorder (VCR), digital video disc (DVD), laptop, or document camera to the back of the ViewStation.



5. Wrap the cable tie that came with the ViewStation around all of the cables on the back of the unit to prevent them from getting tangled. Slide one end of the cable tie through the plastic octagonal piece. Then, attach the octagonal piece to the back of the television monitor.
6. Put the batteries in the remote control.

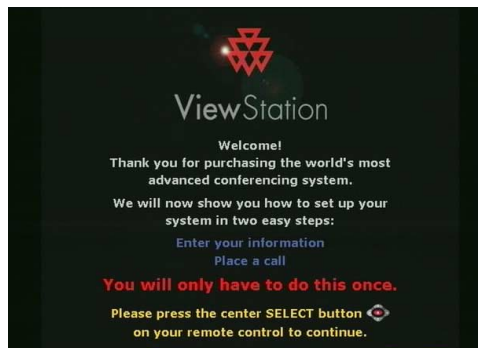
7. Turn on the television monitor and ViewStation. Set the television to video 1 or 2. The Welcome screen lets you select the language you want to use with the ViewStation. This is the language the ViewStation uses to display screens and information.

Using the remote control, press the arrow buttons to highlight a language and then press the SELECT button to select the language.



ViewStation Setup Screen

A series of setup screens is displayed on the television monitor, beginning with the following screen. Press the SELECT button on the remote to proceed.



Each screen leads you through the ViewStation setup process. To return to a previous screen at any time, press the MENU button on the remote. If the Menu icon on the screen is available, you can also return to the previous

screen by highlighting the Menu icon and pressing the SELECT button on the remote.

How To Select Menu Items

The following screen explains how to use the remote to select items on the television monitor. To go to the next screen, press the SELECT button.



System Name

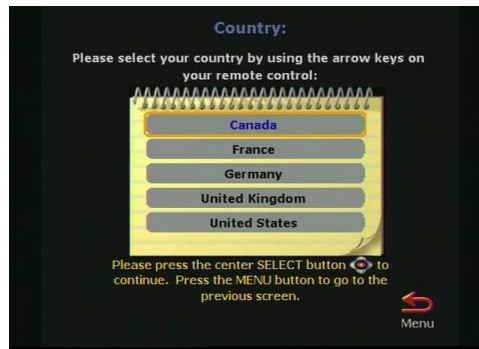
You must specify a system name for the ViewStation. You can enter up to 34 alphanumeric characters. Naming the ViewStation makes it easy for others to find your ViewStation on the network if you are connected to a LAN.



Use the arrow buttons on the remote to move around the keyboard and select letters. To select a letter, highlight the letter and press the **SELECT** button. Use the spacebar on the keyboard to enter spaces. Use the Shift key to select uppercase for a letter. When you are done, highlight the Enter key on the keyboard and press the **SELECT** button. Then, highlight the Save icon on the screen and press the **SELECT** button on the remote.

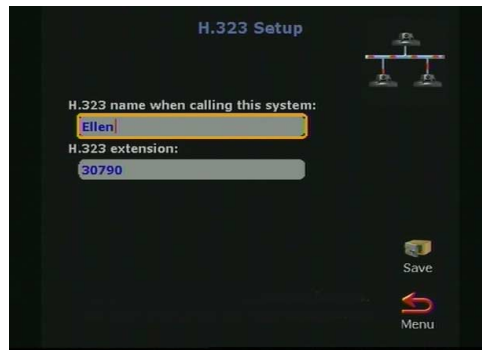
Country

On the Country screen, select the country in which the ViewStation is installed. Use the arrow buttons to scroll through the list. Highlight the country and press the **SELECT** button on the remote. The ViewStation uses the information to configure country-specific information, such as communications settings.



H.323 Setup

On the H.323 Setup screen, specify the H.323 name and extension that people can use to call your ViewStation. The ViewStation automatically provides values in the two fields based on information you specified earlier. You can change the values. For example, for the extension, you might use a number that you can easily remember, such as the last four digits of your telephone number.



You can use either the name or extension to accept incoming calls. The name and extension can be used only if you have a Gatekeeper installed on your network. The name and extension must be registered with the Gatekeeper. When someone calls you using the H.323 name or extension, the Gatekeeper directs the call to the IP address of your system.

To enter information, press the SELECT button to display the keyboard. Use the arrow buttons on the remote to move around the keyboard and select letters. To select a letter, highlight the letter and press the SELECT button. Use the spacebar on the keyboard to enter spaces. Use the Shift key to select uppercase for a letter. When you are done, highlight the Enter key on the keyboard and press the SELECT button. Then, highlight the Save icon on the screen and press the SELECT button on the remote.

Gatekeeper

Use the Gatekeeper screen to configure an H.323 Gatekeeper.



If you do not want to access a Gatekeeper, check Off. A Gatekeeper is not required to place IP to IP LAN calls.

To specify a Gatekeeper, check Specify and enter the Gatekeeper IP address.

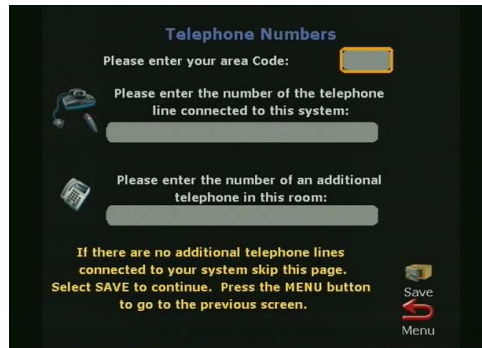
To have the ViewStation automatically locate an available Gatekeeper, check Auto.

After you make your selection, highlight the Save icon on the screen and press the SELECT button on the remote.

Telephone Numbers

On the Telephone Numbers screen, enter the number of the telephone that is connected to the ViewStation.

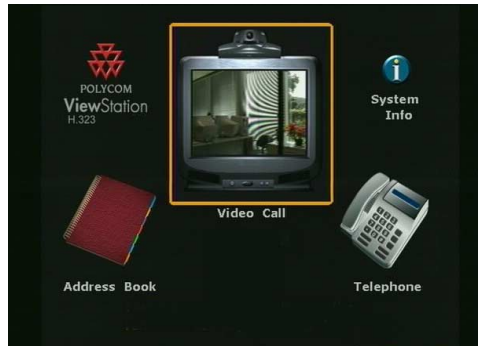
If you have another telephone in the room, while you are on a videoconference, you can use the second telephone to call someone who does not have a videoconference unit and have them participate in the conference. On the Telephone Numbers screen, specify the number of the second telephone.



After you enter the information, highlight the Save icon on the screen and press the SELECT button on the remote.

Main Calling Screen

The final screen displayed is the main calling screen. ViewStation setup is complete and you can now place and receive calls and use the different ViewStation functions.



Every time you turn on the ViewStation, an IP icon is displayed below the Video Call icon on the main calling screen. The IP icon flashes yellow while the ViewStation is waiting for the network to assign it an IP address. If the IP icon turns red, the LAN cable is not connected to the network. Check the cable connection.

The IP icon turns green when the ViewStation has been assigned an IP address and is ready to place a video call.

Testing and Using the ViewStation

Once the ViewStation is set up, if the ViewStation is connected to the Internet, you can place a test call to one of the IP numbers that are preprogrammed in the ViewStation address book.

The main calling screen is the starting point for everything you do on the ViewStation. To place a call, add an entry to the address book, or check the system setup, always start from the main calling screen.

The very first time you turn on the ViewStation and the first time you turn it on after you do a system reset, the ViewStation displays the sequence of system configuration screens that are described in this chapter.

General setup of the ViewStation is complete. You can now configure other parts of the ViewStation system, such as security. For more information, see the other chapters in this document.

Placing and Answering Calls

When you turn on the ViewStation, the main calling screen is displayed.



Every time you turn on the ViewStation, an IP icon is displayed below the Video Call icon on the main calling screen. The IP icon flashes yellow while the ViewStation is waiting for the network to assign it an IP address. If the IP icon turns red, the LAN cable is not connected to the network. Check the cable connection.

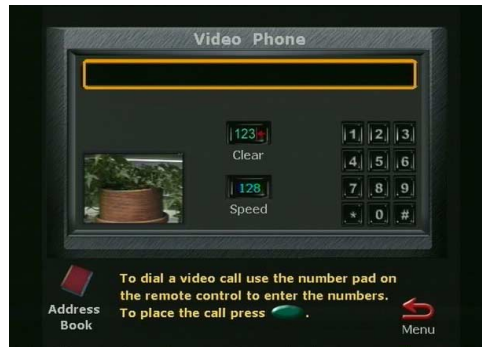
The IP icon turns green when the ViewStation has been assigned an IP address and is ready to place a video call.

There are three ways to place a video call:

- Manually (Video Call)
- Speed Dial
- Address Book

Placing a Video Call Manually

From the main calling screen, use the arrow buttons on the remote to highlight the Video Call icon, which is in the middle of the screen. Press the SELECT button on the remote. The Video Phone screen is displayed.



1. Use the numeric keypad on the remote to enter the number (IP address) you want to call. Enter the number in the number field at the top of the screen.
2. Use the arrow buttons on the remote to highlight the Speed button. Change the speed of the call, if necessary. Use the up and down arrow buttons to select a speed from the list.
3. To place the call, press the green CALL•HANG-UP button on the remote. The number you are calling and the speed are displayed at the top of the screen.

On the lower left of the screen, the gray sphere progress indicator indicates the call is going through. The indicator changes from blue to yellow to orange, and finally to green when the call goes through.



1. If there is no answer and you want to disconnect, press the CALL•HANG-UP button on the remote. Highlight the Disconnect Video Call icon and press the SELECT button on the remote.

If the call continues to ring and does not complete within a certain amount of time, a message asks whether you want to retry. Select either Yes or No.

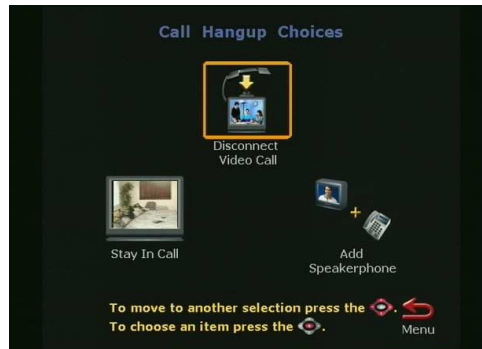
Tip If one of the menu screens is displayed and you want to view the far site again during a call, press the NEAR or FAR button on the remote from any menu screen.

2. If you are using one television monitor with the ViewStation, when the call completes, the party you called is displayed on the screen. You appear in the picture-in-picture (PIP) window at the lower right of the screen. If you are using two television monitors, when the call completes, the person you called appears on the main monitor and you appear on the second monitor.

Tip To jump from the main calling screen to the Speed Dial screen, press digits 1 through 6 on the numeric keypad of the remote. Press 0, or 7 through 9 to go to the Video Phone screen.

3. You can use the remote to pan, tilt, or zoom the camera. For information about how to select the far-site and near-site cameras, adjust the cameras, and brighten or darken a room, see the **Camera and Sound** section of this document.
4. To end your call, press the CALL•HANG-UP button on the remote. Highlight the Disconnect Video Call icon and press the SELECT button on the remote.

Note If you stay in this screen for 60 seconds, but do not press the SELECT button, the call is automatically disconnected after 60 seconds.



5. If you placed a call to a telephone number that is not in the address book, the system displays a screen to let you add the number to the address book. If you select Yes, the system displays the address book and you can enter the information. If you select No, the main calling screen is displayed.

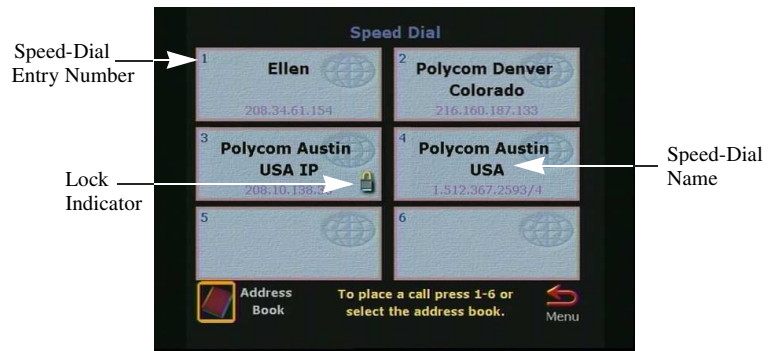
You can set a maximum limit on the time users spend on a call. This gives you more control over the use of the LAN. You can specify how many minutes someone can be on a call. To set a limit, from the main calling screen, select **System Info>Admin Setup>General Setup**. Change the Maximum time in call value on the General Setup screen. For more information, see the **System Information** section in this document.

Placing a Speed Dial Call

Use the Speed Dial feature to dial the six most recently dialed numbers. Before a number is available for speed dialing, you must enter the number in the address book.

To place a speed dial call:

1. From the main calling screen, use the arrow buttons on the remote to select the Address Book icon and press the SELECT button on the remote. The Speed Dial screen is displayed.



Tip To jump from the main calling screen directly to a Speed Dial number, press digits 1 through 6 on the numeric keypad of the remote.

2. The Speed Dial screen displays a maximum of six entries. You can select a specific number to call in one of two ways. Using the numeric keypad on the remote, press the number (1 - 6) that corresponds to the calling number on the Speed Dial screen. The ViewStation automatically dials the number.

Alternately, use the arrow buttons on the remote to highlight the box containing the number you want to call. Then, press the Select button or the green CALL•HANG-UP button on the remote.

If you want to keep a specific number on the Speed Dial screen at all times, you can lock the number on the screen. To lock a number, highlight the number and press the # button on the numeric keypad. A lock appears on the right side of the box for that number. Press the # button to toggle between locked and unlocked.

Tip Press the * button on the remote to jump to the address book screen to add an entry to the Speed Dial screen. On the Address Book screen, highlight the appropriate number and press the SELECT button on the remote.

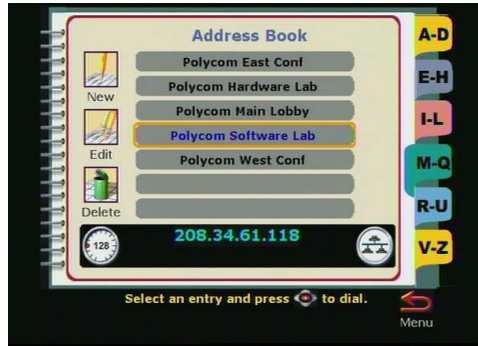
3. If you are using one television monitor with the ViewStation, when the call completes, the party you called is displayed on the screen. You appear in the picture-in-picture (PIP) window at the lower right of the screen. If you are using two television monitors, when the call completes, the person you called appears on the main monitor and you appear on the second monitor.
4. You can use the remote to pan, tilt, or zoom the camera. For information about how to select the far-site and near-site cameras, adjust the cameras, and brighten or darken a room, see the **Camera and Sound** section of this document.
5. To end your call, press the CALL•HANG-UP button on the remote. Highlight the Disconnect Video Call icon and press the SELECT button on the remote.

Note: If you stay in this screen, but do not press the SELECT button, the call is automatically disconnected after 60 seconds.

6. If you placed a call to a telephone number that is not in the address book, the system displays a screen to let you add the number to the address book. If you select Yes, the system displays the address book and you can enter the information. If you select No, the main calling screen is displayed.

Placing a Call from the Address Book

1. To place a call to an entry in the address book, highlight the entry you want to call. Then, press the SELECT button on the remote.



2. The call name, number, and the speed of the call are displayed at the top of the screen. On the lower left side of the screen, a call progress indicator shows the progress of connecting the call. The indicator changes from blue to yellow to orange, and finally to green when the call completes.

Tip You can easily access address book entries by selecting the letter (number) on the remote control that corresponds to the first letter of the name you want. For example, to easily find Mr. Thomas, press the number 8 on the numeric keypad of the remote control. The letter T corresponds to the number 8 on the telephone. When you press 8, the ViewStation displays the “T” section of the address book.

3. To end your call, press the CALL•HANG-UP button on the remote. The Call Hangup Choices screen is displayed. Select Disconnect Video Call to disconnect your call. If you stay on this screen for more than 60 seconds, the call is disconnected automatically.

Placing a Telephone Call

When you make an audio telephone call, the ViewStation acts as a standard speakerphone. Third-party audio is available only in the United States and Canada.

1. From the main calling screen, highlight the Telephone icon and press the SELECT button. The Telephone screen is displayed.

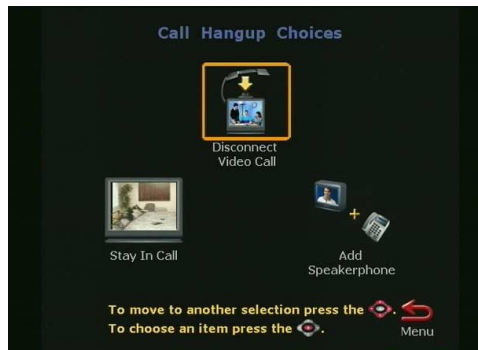


2. Using the numeric keypad on the remote, enter the number you want to call. If you are dialing within your private branch exchange (PBX) system, enter the last four digits of the number.
To delete a digit, press the left arrow button on the remote. To delete an entire phone number, use the arrow buttons to highlight the Clear button on the screen and then press the SELECT button.
3. To place the call, press the CALL•HANG-UP button on the remote. If you hear only the numbers being dialed and no one answers, make sure you have the telephone cable properly connected to the back of the ViewStation.
4. To disconnect from the call, press the CALL•HANG-UP button on the remote. The main calling screen is displayed.

Adding a Telephone Call to a Video Call

If you have an analog telephone line connected to the back of the ViewStation, you can add a third party to a video call. Third-party audio is available in the United States and Canada only. You need a telephone line connected and configured to enable this feature on your system.

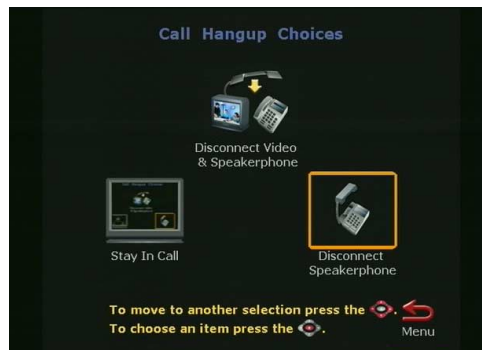
1. Once your video call is connected, press the CALL•HANG-UP button on the remote. The Call Hangup Choices screen is displayed. Highlight the Add Speakerphone Call icon and press the SELECT button on the remote.



When the Telephone screen is displayed, use the numeric keypad on the remote to enter the phone number of the new party. Then, press the SELECT button.



2. When the telephone connects, press either the Near or Far button on the remote to return to the videoconference. If you hear only the numbers being dialed and no one answers, make sure you have an analog phone line properly connected to the back of the ViewStation. For more information, see the QuickStart booklet. The QuickStart booklet is shipped in the ViewStation box and is also on the ViewStation User Documentation CD, which comes in the box.
3. To disconnect from the telephone, press the CALL•HANG-UP button on the remote. Then, highlight the Disconnect Speakerphone icon and press the SELECT button on the remote.



Adding a Video Call to a Telephone Call

Another feature of the ViewStation is the ability to add a video call while you are on a telephone call.

1. When your telephone call is connected, use the arrow buttons on the remote to highlight the Menu icon. Then, press the SELECT button on the remote.
2. From the main calling screen, highlight the Video Call icon and press the SELECT button.
3. On the Video Phone screen, enter the number you want to dial. Enter the number using the numeric keypad on the remote.

Tip To jump from the main calling screen to the Speed Dial screen, press digits 1 through 6 on the numeric keypad of the remote. Press 0, or 7 through 9 to go to the Video Phone screen.

4. To end the audio (telephone) call, press the CALL•HANG-UP button on the remote. Then, highlight the Disconnect Speakerphone icon and press the SELECT button on the remote. If you stay on this screen for 60 seconds and do not press the SELECT button, both calls are disconnected.



Note To end both the audio (telephone) call and the video call at the same time, highlight the Disconnect Video and Speakerphone icon and press the SELECT button on the remote.

Answering a Video Call

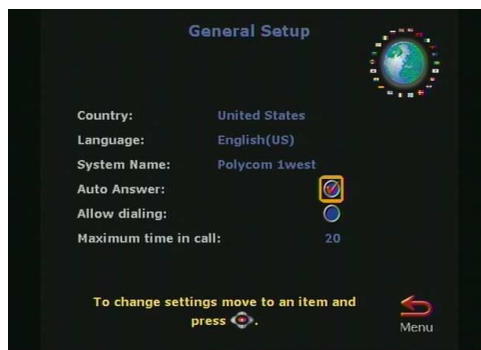
There are two different modes for answering video calls:

- Manual
- Auto-answer

To answer a call manually, pick up the remote when the dialog box is displayed. Then, select Yes to answer the call.

If the ViewStation is set to auto-answer, the ViewStation automatically answers all incoming video calls.

To change the mode from manual to auto-answer and vice versa, select **System Info>Admin Setup>General Setup**. The General Setup screen is displayed.



Select the Auto Answer field if you want the ViewStation to automatically answer all incoming video calls. Otherwise, leave the Auto Answer field deselected.

Address Book

You can access the address book from either the main calling screen or the Speed Dial screen. The address book saves you time by letting you place calls by name, instead of remembering or looking up a number and then manually dialing it. You can add new entries, edit existing entries, or delete entries in the address book.

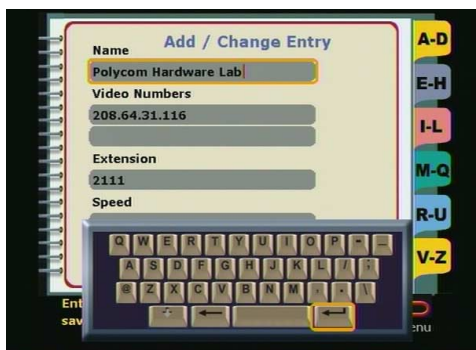
Adding an Entry to the Address Book

To add an entry to the address book:

1. From the main calling screen, highlight the Address Book icon and press the SELECT button on the remote. The Speed Dial screen is displayed. Highlight the Address Book icon on the Speed Dial screen and press the SELECT button again. The Address Book screen is displayed.

Note: If you have just set up the ViewStation and have not yet placed a call, when you highlight the Address Book icon on the main calling screen and press the SELECT button, the Address Book screen is displayed. The Speed Dial screen is not displayed until you have placed a call using the ViewStation.

2. Highlight the New icon and press the SELECT button on the remote. The Add/Change Entry screen is displayed.



3. The cursor automatically appears in the Name field. You cannot enter any other information on the screen until you enter a name.

Use the arrow buttons on the remote to move to a letter on the keyboard. Then, press the SELECT button on the remote to select that letter. The letter you selected is displayed in the Name field. Continue selecting letters until you are finished. For spaces, use the space bar on the keyboard.

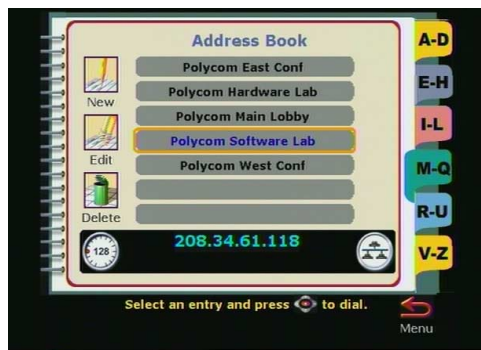
When you are finished, highlight the Enter key on the keyboard and press the SELECT button on the remote. If you press the SELECT button again, the keyboard is redisplayed.

Tip When you enter the first letter or a letter after selecting a space, the letter is in uppercase. Subsequent letters are in lowercase. If you want a specific letter to be capitalized, first move to the Shift key, which is on the lower left of the keyboard. Select the Shift key. Then, move to and select the next letter you want. That letter is displayed in uppercase. For example, to enter the name McCann, move to and select the letter M and then the letter C. Then, move to and select the Shift key and move to and select the letter C. Because you selected the Shift key before selecting the letter C, the letter C is displayed in uppercase.

Editing an Existing Entry in the Address Book

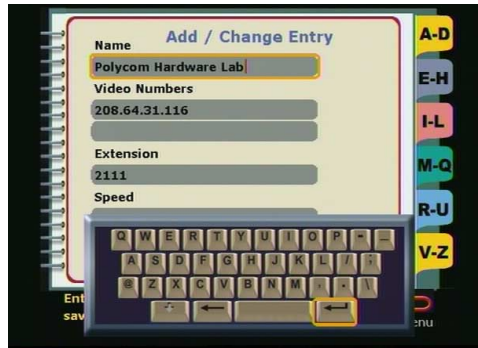
To edit an existing entry in the address book:

1. Access the Address Book screen by selecting the Address Book icon from either the main calling screen or the Speed Dial screen.
2. Use the arrow buttons on the remote to highlight an entry in the address book.



3. Use the left arrow button on the remote to highlight the Edit icon. Then, press the SELECT button on the remote.

The Add/Change Entry screen is displayed. Use the arrow buttons on the remote to highlight the field you want to change and press the SELECT button on the remote to display the keyboard.



4. In the Name field, you can delete letters using the backspace key on the keyboard. To insert letters, highlight each new letter and press the SELECT button.

To complete a name correction, highlight the Enter key on the keyboard and press the SELECT button.

Use the down arrow button to move to the next field you want to change.

5. To change numbers in a number field, press the left arrow button on the remote. Each time you press the left arrow button, one digit to the left is deleted. Enter the correct numbers using the numbers on the remote.
6. To move between fields, use the up and down arrow keys on the remote.
7. To select a calling speed, highlight the Speed field and press the SELECT button. A list of possible speeds is displayed. Use the up and down arrow buttons to highlight a calling speed and press the SELECT button.
8. To save the changes, highlight the Save icon and press the SELECT button.

Deleting an Entry in the Address Book

To delete an existing entry in the address book:

1. From the Address Book screen, use the arrow buttons on the remote to highlight the entry you want to delete.
2. Use the left arrow button to highlight the Delete icon. Once you highlight the Delete icon, the entry you selected is removed from the address book.

Note: If the system is on the global address book (GAB), the “Global” entry might be displayed. You cannot delete this entry.


Camera and Sound

You can adjust the pan, tilt, and zoom of near and far site cameras. You can also enable the camera to track voices automatically or track to presets.


Controlling the Camera

To select the camera to control, use the remote control to:

- Move your near-site camera. Press the NEAR button on the remote.

A camera icon  facing toward the near-site is displayed at the top right corner of the main monitor.

- Move the main far-site camera during a call. Press the FAR button on the remote.

A camera icon  facing toward the far-site is displayed at the top right corner of the main monitor.

- Select another local camera. Press NEAR twice to display icons for all of the connected local cameras. Then use the arrow buttons to highlight the appropriate icon. Some icons appear regardless of the connection or availability of cameras. Refer to your QuickStart booklet to verify the connection of auxiliary devices before attempting to use them.

Note You cannot disconnect the main camera, but you can select a primary camera (such as a document camera) as the camera that will be used each time you power-on the ViewStation H.323. To select the primary camera, go to **System Info>Admin Setup>Video/Camera** and select the primary camera.

Pan and Tilt

To adjust the pan or tilt of a camera, use the arrow buttons on the remote. The camera will pan, tilt, or zoom only when the Camera icon appears onscreen.

- To pan left, press the left arrow button.
- To pan right, press the right arrow button.
- To tilt up, press the up arrow button.

- To tilt down, press the down arrow button.

Tip On the System Info, User Setup screen, you can select which direction the camera moves when you press the left and right arrow buttons on the remote control. For example, when set to Normal, the camera moves in the same direction as the arrow button that is pressed. When set to Reversed, the camera moves in the opposite direction to the arrow button that is pressed.

Zoom

To zoom in, press the top arrow of the ZOOM button and to zoom out, press the bottom arrow of the ZOOM button.

Setting Camera Presets

You can set and store up to ten preset camera positions and zoom settings for the near and far main cameras (if the far-site system supports far-site camera control).

To set a preset:

1. Use the NEAR or FAR buttons on the remote to select the near- or far-site camera to set.
2. Position the camera by using the arrow buttons and the ZOOM control on the remote.
3. Press the SELECT button.
4. A message “Press 0-9 to store a preset” is displayed on the main monitor.
5. Press one of the number buttons on the remote control to assign that button to the preset.

To go to a particular preset:

1. Use the NEAR or FAR buttons on the remote to determine which camera’s preset to activate.
2. Immediately press the appropriately numbered button on the remote control.

Mirroring the Camera Positions

You can match the presets on the far-site camera with those on the near-site camera (provided your far-site camera shares this functionality) by following these steps:

1. Press the FAR button on the remote during a video call.
2. Press the AUTO button on the remote to mirror the preset positions on the near-site.
3. To turn off preset camera positions on the far-site, press the FAR button on the remote, and use the arrow or zoom buttons to move the camera.

Automatic Voice Tracking


The main camera can automatically move to whoever is speaking. The first time it moves to the person, it may take several seconds of continuous speech to locate the speaker. After that, it will pick out the position quickly (unless, of course, they have moved). The main camera can also track to preset positions.

1. To have the camera move to whoever is talking, press the AUTO button once. A camera icon with a motor attached will appear in the upper right corner of the main monitor.
2. To set the camera to track to camera presets, press the AUTO button twice.
3. To turn automatic tracking off, pan, tilt, or zoom the camera.

Tracking to Camera Presets

The ViewStation H.323 main camera can track to preset positions, which gives you greater flexibility and control of automatic voice tracking. When automatic voice tracking is activated, the main camera will track automatically to participants speaking from preset positions.

To track to preset positions, press the AUTO button twice. The Track To

Presets icon  will appear in the top right corner of the screen. To turn off tracking to camera presets, press the AUTO button or pan, tilt, or zoom the camera.

Backlight Compensation

If your room appears too dark on the television monitor, you can use the ViewStation H.323 to brighten the foreground.

1. From the main calling screen, go to **System Info>Admin Setup>Video/Camera**. The Video & Camera screen is displayed.



2. Use the arrow buttons on the remote to select the Backlight Compensation option. If you select Backlight Compensation, the ViewStation H.323 makes the background and foreground of the near-site brighter, which can make it easier for the far-site to see you.
3. Press the CALL•HANG-UP button on the remote to return to the Call Hangup Choices screen, or press the NEAR button to return to the near video screen. 'calling screen.

Adjusting the Sound on the ViewStation H.323

The volume of the ViewStation H.323 is indirectly related to the volume on the television monitor. The volume on the television monitor should be set to three-fourths its maximum volume and the ViewStation H.323 should be set lower, at a comfortable hearing level. To adjust the volume on the ViewStation H.323, press the volume buttons on the remote control.

To prevent far-site participants from hearing your conversation, press the MUTE button on the remote or microphone. Notice that the red light on top of the microphone is illuminated. The near-site is alerted that mute is turned on when the Mute icon appears in the bottom left corner of the television screen.

Positioning Microphones

The microphone should be placed slightly in front of the meeting participants and the ViewStation H.323 on a flat surface. Because people in a video call usually look at the monitor when they speak, place the microphone in the direction they are looking.

If you have a large conference room, you can add another microphone. Microphones can be daisy-chained together by connecting their cables to one another. Center them on a table.

Taking Snapshots

You can send a live image or snapshot from any local cameras to the participants in a videoconference using the snapshot feature of the ViewStation H.323.

Sending Snapshots

To send a live snapshot or image:

1. Press the SNAPSHOT button on the remote control.



At this point, you can either send the image or select another source from which to capture an image. To send the image, press Snapshot again.

To select another source, press the appropriate number on the remote. See the **Camera and Sound** section of this document for more information about selecting a camera or changing the default camera.

2. Position and zoom the camera as required.

Tip Press the SNAPSHOT button on the remote again to send the image to the far site. On the System Info, User Setup screen, you can select which direction the camera moves when you press the left and right arrow buttons on the remote control. For example, when set to Normal, the camera moves in the same direction as the arrow button that is pressed. When

set to Reversed, the camera moves in the opposite direction to the arrow button that is pressed.

Tip To preview your snapshot without sending the live video to the far-site, press the SNAPSHOT button once, then press 1, 2, or 3 for your desired camera source. You will see a live preview of the input selected. The far-site will still see you.

You can send a live image or snapshot from any local cameras to the participants in a videoconference using the snapshot feature of the ViewStation H.323.

Using Accessories

The use of the ViewStation can be expanded by connecting other equipment to it. You can connect a second television monitor, a video cassette recorder (VCR), digital video disc (DVD), document camera, compact disc (CD) player, or ShowStation IP. See the **Getting Started** section for information about connecting this equipment to the ViewStation.

Using a Second Monitor

You can connect a second monitor to your ViewStation to provide a wider range of display options. For example, if you are presenting slides, the slides appear on the second television monitor while the far-site appears on the main monitor. Whereas, in a single-monitor system, the slides appear on the main screen, but the far-site appears in the picture-in-picture (PIP) window. A second television monitor enhances the videoconferencing experience.

Using a VCR

You can use a video cassette recorder (VCR) to record your videoconference or to present recorded material as part of your videoconference. The VCR records whatever appears on the near-site's main television monitor and records audio from both the near and far sites. When playing tapes, the VCR provides audio and video to the local and far site participants. To play a tape in the VCR, press the NEAR button on the remote twice, then use the arrow buttons to highlight the VCR icon on the screen. Use the VCR's remote to play the tape.

Using a Document Camera

You can use a document camera to take pictures of an object to send to the far-site. To use a document camera with your ViewStation, press NEAR on the remote twice. Then use the arrow buttons to highlight the document camera icon on the screen and press the NEAR button on the remote again to remove the camera icon.

Using a ShowStation IP

With ShowStation IP, meetings can be much more productive. There is no need to print transparencies or send faxes out before a meeting. The ShowStation IP lets you project any type of document or Microsoft Office file in big-screen format and share it with any location instantly. See the **Data Conferencing** section of this document for more information.

Connecting a PC

A personal computer (PC) running Microsoft Windows that is not connected to a LAN can be directly connect to a ViewStation to make video calls, upgrade software, make PowerPoint presentations, or perform remote setup and diagnostics.

What You Need

- Microsoft Windows 95, 98, 2000, or Windows NT (required for PowerPoint presentation support and LAN upgrade of software)
- Desktop PC or laptop with a 10mbps Ethernet LAN card
- Ethernet cable
- Microsoft Internet Explorer 3.02, 4.0, or 5.0 (recommended) or Netscape Navigator 4.x.

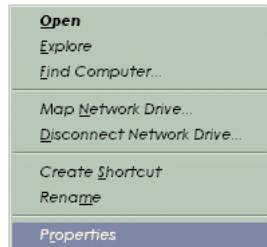
Connecting a PC Directly to a ViewStation

To connect a PC directly to a ViewStation:

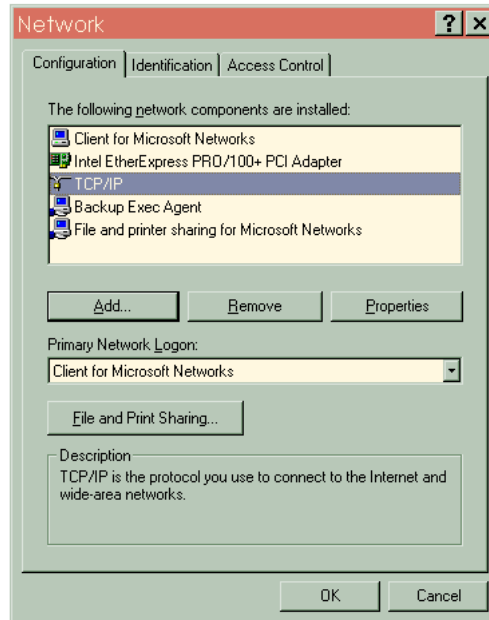
1. Connect the blue-tipped cable from the blue connector on the back of the ViewStation to the PC's Ethernet card.
2. Turn on the ViewStation.
3. At the PC, right-click with the mouse on your Network Neighborhood icon.

Note The following information applies to the Windows 95 operating system. If you are using Windows 98, NT, or 2000, use the corresponding functions and menu items.

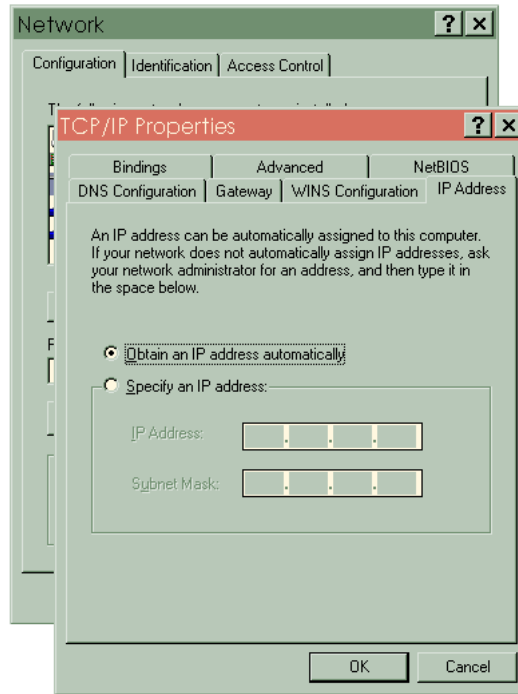
4. Right-click on Properties.



5. The Network box appears. Select the Configuration tab and then select TCP/IP. There may be more than one, so choose the one for LAN adapter and not dial-up adapter.

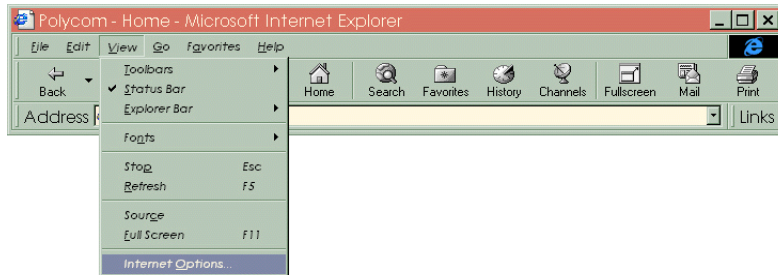


6. Click the Properties button to display the properties of TCP/IP and then select the IP Address tab. Make sure the Obtain An IP Address Automatically button is selected. Then click on OK.

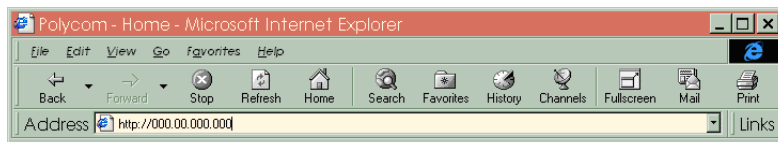


7. Restart your PC.
8. After your PC reboots, launch Internet Explorer 3.02, 4.0, or 5.0. Select Internet Options, and then Security. The default is medium, which is the correct setting in order to communicate with the ViewStation. Click on OK.

Note The following information applies to Internet Explorer 3.02 and 4.0. If you are using Internet Explorer 5.0, use the corresponding menu items.



9. Enter the ViewStation's system name or IP address in the address field of the browser. You can find the ViewStation's system name and IP address on the System Info screen.



10. The Welcome web page appears in the web browser on your PC.



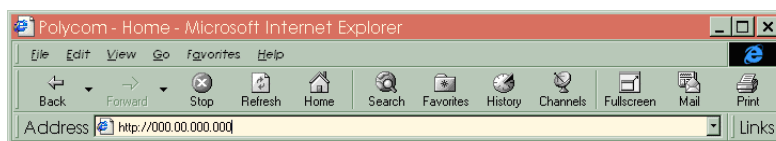
Presentations

The ViewStation lets you view and present Microsoft PowerPoint 97 and 2000 slides when it is connected to a PC. You can conduct a presentation on the ViewStation or you can watch a presentation from your PC anywhere in the world. All you have to know is the IP address of one of the ViewStations in the videoconference. For information about connecting your PC to your ViewStation, see the **Connecting a PC** section of this document.

Presenting Slides

Follow these steps to display a slide presentation on the ViewStation:

1. On your PC, launch Internet Explorer 3.02, 4.0, or 5.0.
2. In the address field, enter the IP address of the ViewStation on which you will display the slides. To find the IP address of the ViewStation, go to the System Info screen from the main calling screen.



3. The Welcome web page is displayed.



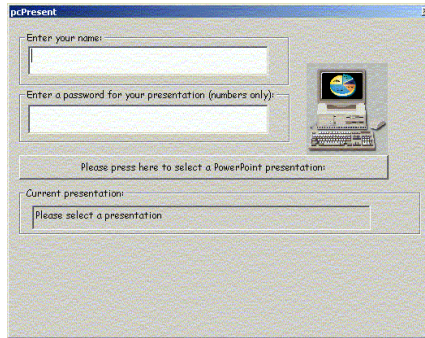
4. Click on the View a Presentation icon. The Select a Presentation for Viewing web page is displayed.

Note The first time you click on the Select a Presentation icon when using Internet Explorer, you are prompted to download the signed ActiveX control from Polycom, Inc. Select Yes.

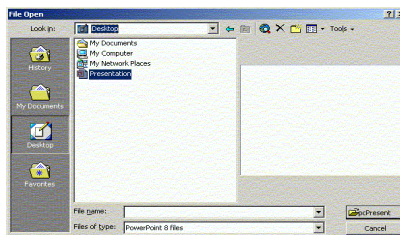


5. Click on the Press Here to Select a PowerPoint Presentation button. A pcPresent application window prompts you for a user name and password. Enter a password only if one has been established for the videoconference. Then, click on the Please Press Here to Select a

PowerPoint Presentation button. If the security of your browser is set to high, you cannot bypass the password. If this occurs, change the security level to low in your web browser.



6. Click on the Please Press Here to Select a PowerPoint Presentation button. If the security of your browser is set to high, you cannot bypass the password. If this occurs, change the security level to low in your web browser.
7. The following window is displayed. The window contains the information that is on your hard drive. Select your presentation and click on the pcPresent button.



8. After you click on the pcPresent button, a progress window indicates that your slides are being converted to thumbnail sketches. When the pcPresent window is displayed, your thumbnails have been loaded into the flash memory of the ViewStation.

Note This feature enables the ViewStation to keep the slides active should you lose connection during a video call or presentation. The slides remain on the ViewStation as long as they are active on the web browser.

9. On the ViewStation's remote control, press the SLIDES button. Select the presentation you have loaded. Press the SELECT button on the remote to bypass the password again or enter the password.
10. A thumbnail of each slide appears on the screen, so you can see several slides at once. Use the arrow buttons on the remote to highlight a slide and then press the SELECT button on the remote to view it.
11. Use the arrow buttons on the remote to move backward and forward through your presentation. To go to the beginning of the presentation, press the up arrow button on the remote. To go to the end, press the down arrow. If you want to go from viewing a slide to viewing its thumbnail, press the MENU button on the remote. If you press the SLIDES button, you can select another presentation.

Note To find out more information about the slide you are presenting, press the INFO button on the remote. The name of the presentation, slide number, and viewing password are displayed.

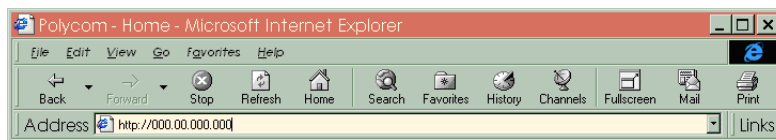
Viewing a Presentation

The ViewStation has an embedded web server that allows you to use your PC to participate in a presentation taking place during a videoconference.

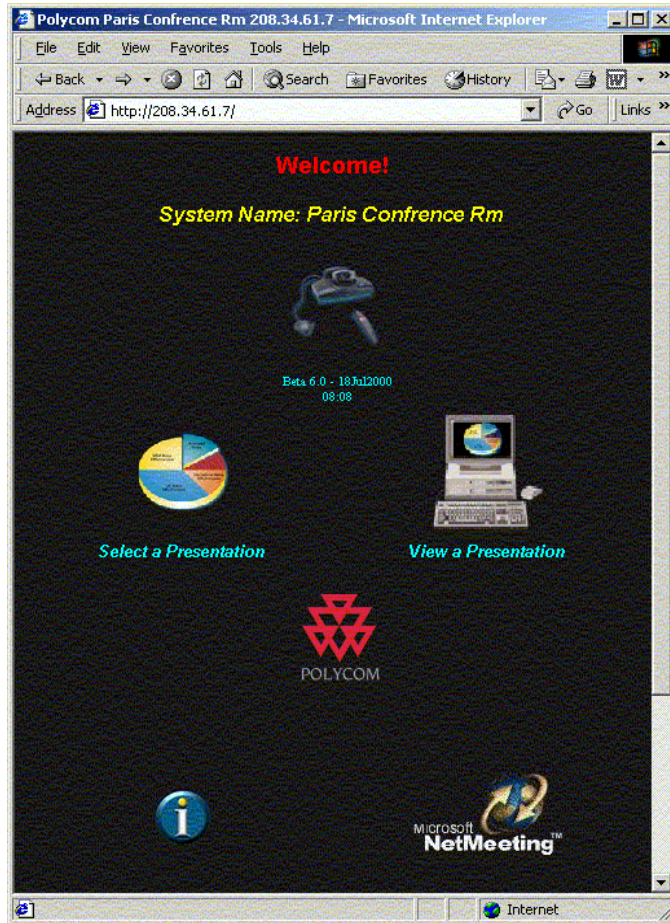
Note The maximum number of parties that can simultaneously view your presentation is 15 for each ViewStation in a call. For example, if you are in a point-to-point call, 30 parties can view your presentation.

To view a presentation, follow these steps:

1. On your PC, launch Internet Explorer 3.02, 4.0, or 5.0 or Netscape Navigator 4.x.
2. In the address field, enter the IP address of one of the ViewStations participating in the video conference.



3. The Welcome web page appears.



4. Click the View a Presentation icon and enter your user name and a meeting password if one is needed.
5. After the connection icon appears on the left side of the frame, you are ready to receive slides.

Remote Management

The ViewStation has an embedded web server that lets you manage your unit from a remote PC. Using the built-in web page, you can:

- Run diagnostic tests on a system
- Control a system
- Send messages to a system
- Change the setup of a system
- Place a call to a system or participate in an existing call

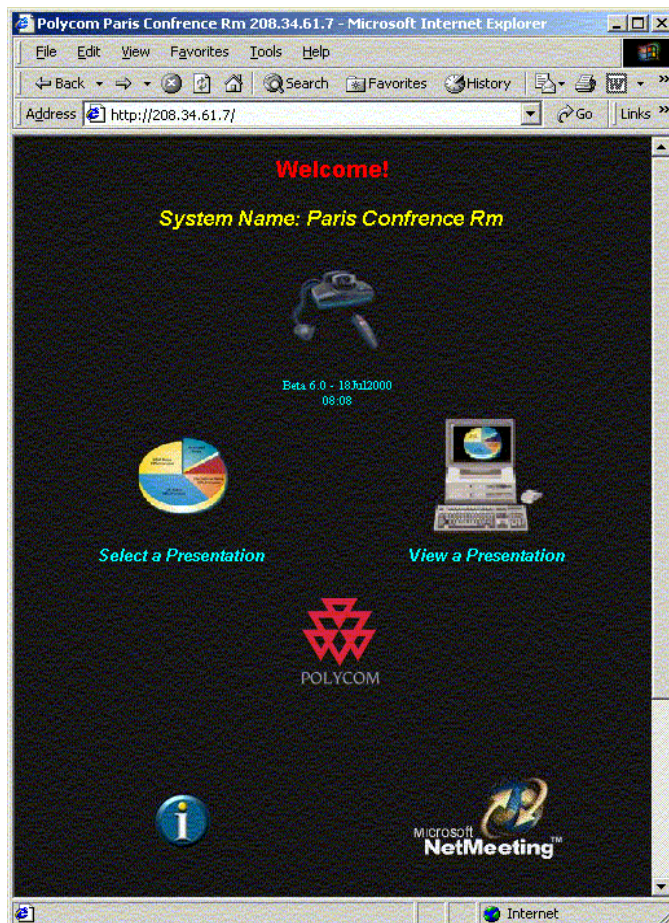
Accessing the ViewStation Web Page

From the main calling screen of the ViewStation, highlight the System Info icon to find the IP address of the unit. You use the IP address to manage the ViewStation from a PC. In the Address field of the web browser on your PC, type in the IP address. The Address field is the same place you type in a web address to access a website. Instead, you are accessing a ViewStation.

Note Internet Explorer 5.0 is the recommended web browser because the ViewStation uses Microsoft's Active X controls to enable the PowerPoint presentation capability.

1. Enter the ViewStation IP address in the web browser address field.

2. The following Welcome web page appears in your browser.



- Click on the System Information and Management icon. The following Manage System web page is displayed.



If you are prompted for a user name, enter **admin**, which is the default. To add a password for the unit when someone accesses it from the web, go to **System Info>Admin Setup> Security** on the ViewStation and enter a password.

Running Diagnostic Tests on a System

The Manage System web page contains the setup options for the ViewStation at the IP address you entered in the Address field of the

browser. If you click on the Diagnostics icon on the left side of the page, the following web page appears. Click on the icon of the test you want to run and the web page for that test appears. The tests that you run on the ViewStation from your PC occur in real-time. See the **System Information** section of this document for more information about the types of diagnostic tests you can run. The web page contains the same diagnostic capabilities that exist on the actual ViewStation.



Controlling a System

The interactive on-screen remote control can be accessed by clicking on the Remote Control icon on the left side of the System Diagnostics web page. By clicking the on-screen buttons, you can control most of the functions of a ViewStation. See the **Getting Started** section of this document for information about the buttons on the remote control.

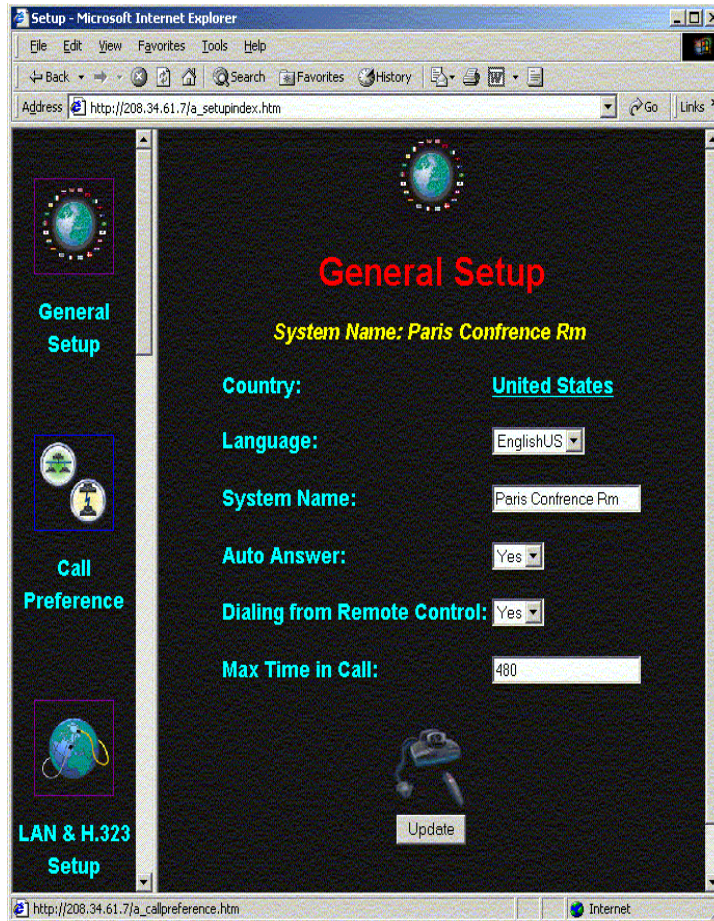
Note To use the on-screen remote control, you must be using Internet Explorer 4.0 or 5.0 as your web browser.

Sending a Message to a ViewStation

From the System Diagnostics web page, you can click on the Send Message icon on the left side of the page to send a message to a ViewStation. When the Send a Message web page appears, type in your message and click on the Send Message button. A yellow notepad with your message appears for approximately 15 seconds on the ViewStation. Only the near site can see your message.

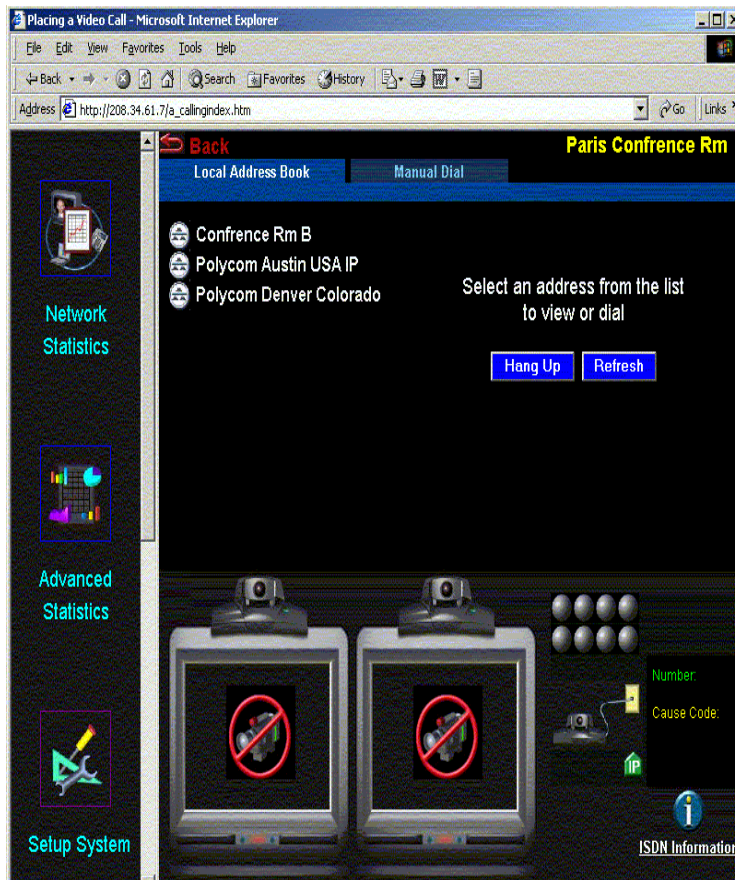
Changing the Setup of a ViewStation

If you click on the Admin Setup icon on the left side of the Manage System web page, the following web page appears. Click on the setup icon that you want to change and the web page for that feature of the system appears. See the **System Administration** section of this document for more information about the different setup options.



Remotely Placing and Participating in Video Calls

When you click on the Place A Call icon from the Manage System web page, the Placing a Video Call web page appears. The web page is a fully integrated call center. You can select a number from the on-screen Local Address Book that resides on the ViewStation you are connecting to. If you select Manual Dial, you can type a video number in the Number A or Number B field to place a call manually.



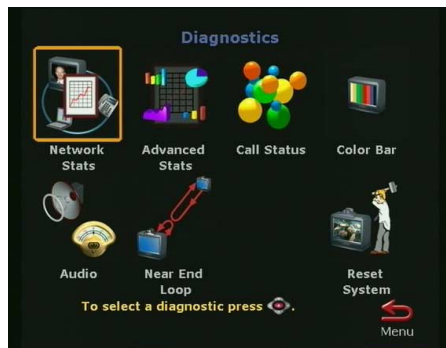
If the ViewStation is in a call, you will see streaming video snapshots (one frame a second) of sites in the call on your PC screen. This includes the site of the ViewStation at the IP address you connected to and the far-site. See the **Placing and Answering Calls** section of this document for more information about video calls.

System Diagnostics

You can locate information about and administer the ViewStation H.323 by selecting **System Info> Admin Setup** from the main calling screen.

ViewStation H.323 Diagnostics

To run diagnostics from your PC, see the **Remote Management** section for details. To run diagnostics from the ViewStation H.323, go to **System Info>Diagnostics**. From the Diagnostics screen, you can check the status of the network, rate of the video signal, status of an existing video call, color contrast on the monitor, sound coming from the ViewStation H.323, near-end loop, and far-end loop. You can also reset the system.



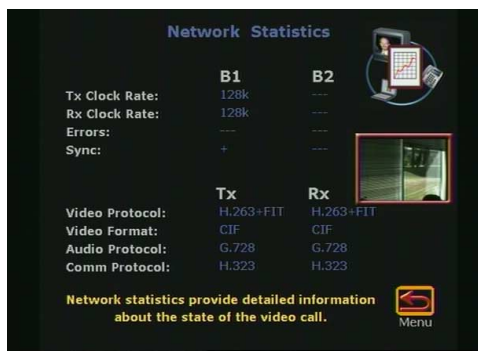
4. Highlight the appropriate icons to find out the details about a specific function of your ViewStation H.323.
5. To return to the Diagnostics screen, use the arrow buttons on the remote to highlight the Menu icon. Then, press the SELECT button.
6. To return to the main calling screen at any time, press the CALL•HANG-UP button on the remote.

Tip To run diagnostics during a video call, press the MENU button on the remote. The main calling screen is displayed. When you are finished diagnosing the system, press the

NEAR or FAR button on the remote to go back to the call. You can also press the CALL•HANG-UP button to go to the Call Hangup Options screen.

Network Statistics

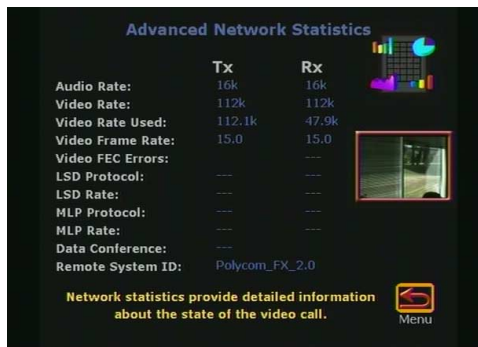
The Network Statistics screen describes the video and audio protocols and the speeds at which your call travels over the network and to the party you are calling. You can also check the status of your call.



Tip Press the INFO button on the remote during a call to view network statics. Press the NEAR or FAR button to return to the call.

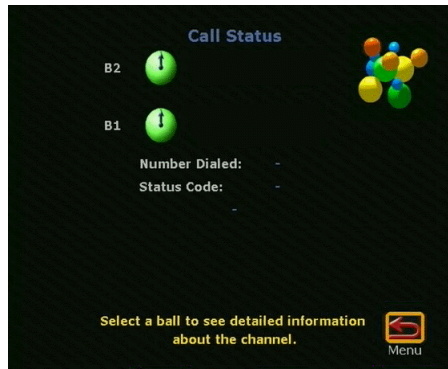
Advanced Network Statistics

The Advanced Network Statistics screen contains information about the status of your call. The screen describes how fast the audio and video are coming in and going out during a call.



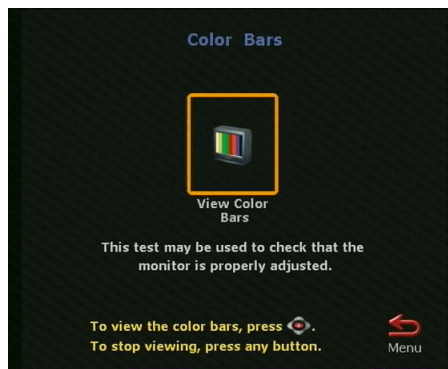
Call Status

The Call Status screen lets you determine if one of the far-site's channels consistently fails to connect. Highlight a sphere to get information about the channel called.



Color Bar

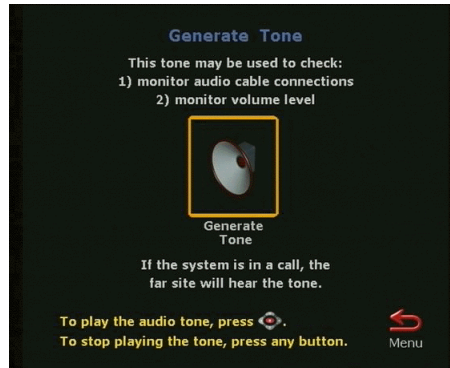
The Color Bar screen lets you test the color settings of the television monitor. While you are viewing the color bar, find the controls on the television monitor that let you adjust its colors. Press any button on the remote to return to the Color Bar screen. Then, highlight the Menu icon to return to the Diagnostics screen.



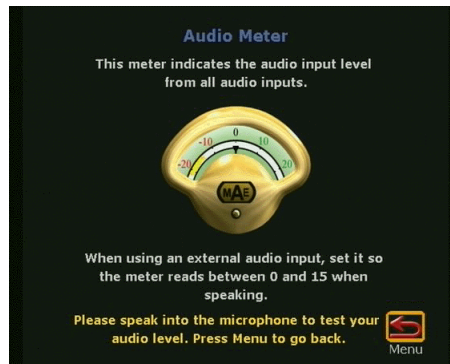
Audio

The Generate Tone screen lets you test the volume and cables of the monitor. To generate a tone, press the SELECT button on the remote. To stop the tone, press any button on the remote. If you generate a tone while you are in a call, the far-site hears the tone also.

To return to the Audio screen, highlight the Menu icon.

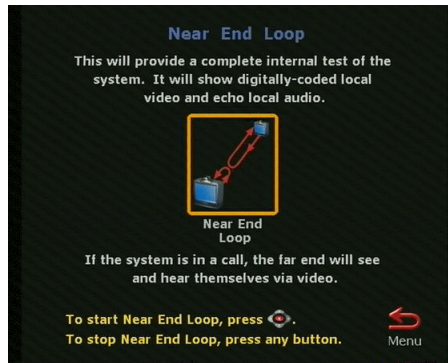


The Audio Meter screen indicates the audio level of all audio inputs connected to the ViewStation H.323.



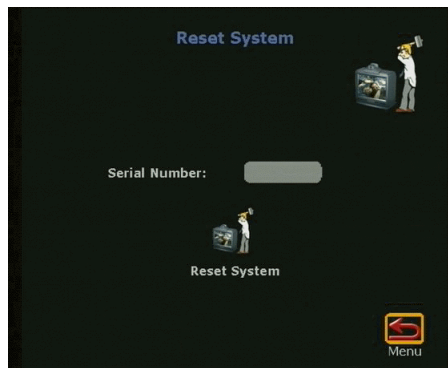
Near-End Loop

The Near-End Loop screen lets you test the encoder/decoder of your unit. This can help you diagnose a problem with a video call. If you send a near-end loop during a call, the far-site sees a loop of themselves. Press any button on the remote to stop the loop. When you are finished, highlight the Menu icon to return to the Diagnostics screen.



Reset System

The Reset System screen is used to clear existing system configurations. Resetting the system erases your admin password and all user settings, except your address book entries. Before you can reset your system, however, you must enter the serial number of the ViewStation H.323. This prevents the casual user from performing an unintentional reset. You can find the serial number on the System Info screen.



System Administration

This chapter provides an overview of how to view and change the setup of the ViewStation H.323.

Viewing and Changing the Setup of the ViewStation H.323

When you first set up the ViewStation H.323, you can display information about the initial configuration. You can change the setup configuration at any time from either the ViewStation or your PC. To check the setup from your PC, see the **Remote Management** section for details.

To change the setup of the ViewStation from the ViewStation itself:

1. From the main calling screen, go to **System Info>Admin Setup**. For details about a certain aspect of the ViewStation H.323, highlight one of the icons. To change the setup, use the arrow buttons on the remote to highlight a particular field. Press the SELECT button to display the next screen.



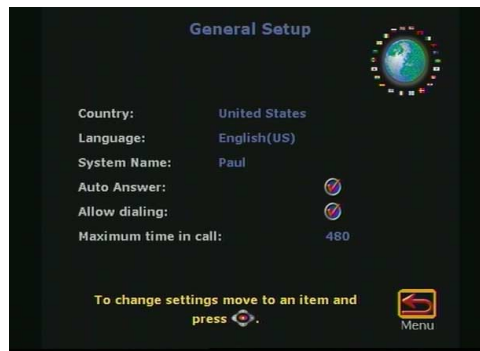
2. To go back to the Setup screen, use the arrow buttons on the remote to highlight the Menu icon and then press the SELECT button.
3. To return to the main calling screen at any time, press the CALL•HANG-UP button on the remote.

Tip To check your setup during a video call, press the MENU button on the remote. The main calling screen is displayed. When you are finished checking the system, press the

CALL•HANG-UP button. You have the option of disconnecting the call or staying in the call.

General Setup

The General Setup screen contains the basic information about the ViewStation H.323. You can change this information at any time. If you want to set a limit on the amount of time in video calls, which gives you more control over bandwidth usage, you can set it here. If you want to answer incoming video calls manually, you can turn off Auto Answer.



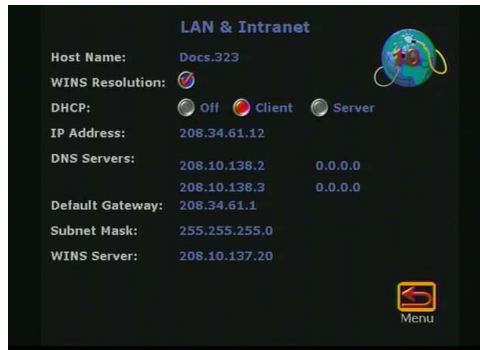
LAN/H.323

The LAN/H.323 icon takes you to the LAN screen. From here, you can set parameters in the following categories:

- LAN & Intranet
- H.323
- SNMP
- Global Address
- Global Management

LAN & Intranet

You can change your LAN host name and the DHCP and WINS settings for the ViewStation from the LAN & Intranet screen.



If the ViewStation is connected to a LAN, enable the Client option in the DHCP field if DHCP is available.

If you are connecting the ViewStation directly to a PC that is not connected to the network, enable the Server option for this field.

If you are connecting the ViewStation H.323 directly to a PC that is not on a network, you must select Server in the DHCP field. See the **Connecting a PC** section of this document for details.

Caution Do not select Server if the ViewStation H.323 is on a LAN with other computers. If you do, the ViewStation H.323 will provide IP addresses to the other computers even though the LAN already has a DHCP server. Your IT personnel and system administrators will have to repair any network problems this causes.

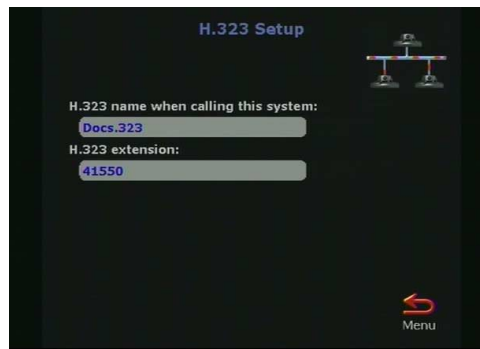
H.323 Setup

You can access the Setup, Gateway, Gatekeeper, Dialing Speed, and QOS (Quality of Service and Firewalls) screens from the H.323 Setup screen.



Setup

The H.323 Setup screen lets you configure the H.323 name and extension that people can use to dial the ViewStation.



The system name appears as the H.323 name, but you can change it. You can also change the extension to a number that is easy to remember. It is a good idea to consult your network administrators before changing the H.323 name and extension; they might have specific names and extensions they want you to use.

Gateway

Use the Gateway screen to configure the Gateway that is used to dial Gateway calls. If you make changes on this screen and you are not using a Gatekeeper or Gateway, the changes have no effect on the ViewStation.



You can configure a prefix or suffix that is sent to the Gatekeeper. The prefix identifies which Gateway is used to dial a call at a particular data rate. The Gatekeeper then directs the call to the Gateway that is identified with a prefix.

Gatekeeper

Use the Gatekeeper screen to configure an H.323 gatekeeper.



If you do not want to access a gatekeeper, select the Off option. To specify a specific gatekeeper, select the Specify option and enter the gatekeeper's

IP address on the following line. This information is available from your network administrator. To have the ViewStation automatically find an available gatekeeper, select the Auto option. When you have finished, highlight the Save icon and press the Select button on the remote control.

A gatekeeper is not required to make IP to IP LAN calls. For IP to IP calls, select the Off option.

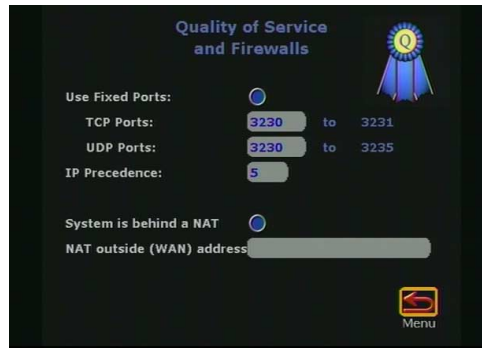
Dialing Speeds

Use the Dialing Speeds screen to set the IP dialing speeds that are available for selection when placing a call. You can set a limited number of speeds to simplify dialing for users.



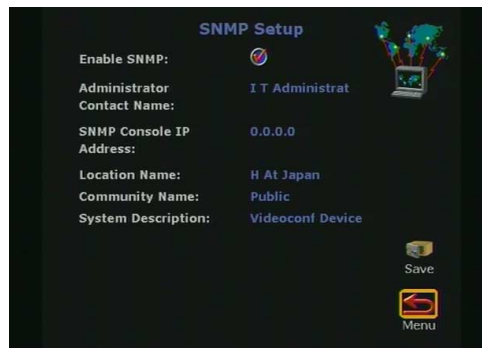
Quality of Service and Firewalls

The Quality of Service and Firewalls screen lets you set fixed port, IP precedence, and NAT configuration.



SNMP

In addition to system administration information, the SNMP Setup screen contains the name of the person who set up your ViewStation H.323. If you have a problem you cannot solve, that person might be able to help you.



SNMP is a set of protocols for managing complex networks. SNMP tells the network if a device or operation is functioning properly. The ViewStation sends SNMP reports about the following:

- Low battery power in the remote control.
- System being powered on after being powered off for a long time.

- Authentication failure—someone is attempting to log in as an administrator with the wrong password.
- Authentication success—someone has logged in successfully as an administrator.
- Call failed for reasons other than a busy line.
- A user has asked for help from the Technical Assistance Center.
- A ViewStation is in a telephone or video call.
- A telephone or video call has disconnected.

You can enter the following information on the SNMP screen:

- **Enable SNMP**—Enable SNMP.
- **Administrator Contact Name**—Enter the name of the person responsible for remote management of the system. The default setting for the field is IT Administrator.
- **SNMP Console IP Address**—Enter the IP address of the SNMP traps sent by the ViewStation. Enter 0.0.0.0 in this field if any SNMP management console is capable of receiving information from this agent.
- **Location Name**—Enter the location of the ViewStation. This field defaults to ViewStation system name @ your country name.
- **Community Name**—Enter the SNMP management community in which you want to enable this agent. The default setting for this field is Public.
- **System Description**—This field displays the type of videoconferencing device. You cannot edit this field.

Global Address

To use the features you can access from the Global Access screen, your organization must use Polycom Global Management System software. You can access the Global Address Book Server, Preferences, and Dialing Rules 1 & 2 screens from the Global Address screen. The Gateway Number feature is not available at this time, but will be available in a future release of the Global Management System.



Global Address Book Server

Use the Global Address screen to configure the global address book (GAB) server.

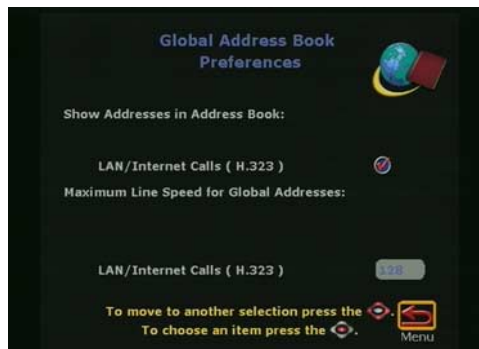


You can set the following options on the Global Address screen:

- **Server IP Address**—Enter the IP address for the GAB server.
- **Server Password**—Enter the GAB server password, if there is one.
- **Display Global Addresses**—When you enable this option, global addresses are displayed in the ViewStation's address book.
- **Register this System When Powered On**—When you enable this option, the ViewStation's address appears in the GAB when the ViewStation is powered on. If you do not enable this option, the ViewStation has access to the GAB, but the ViewStation itself is not displayed in the global address books of other ViewStations.

Global Address Book Preferences

Use the Global Address Book Preferences screen to set GAB display and dialing preferences.



You can set the following preferences for global addresses:

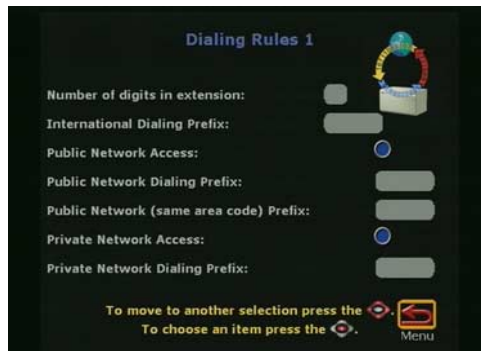
- **Show Addresses in Address Book**—Enable the types of video numbers you want to appear in the global address book. When you enable this option, IP addresses are displayed in the ViewStation's address book. Only call types that you enabled on the Call Preference screen are displayed on this screen.
- **Maximum Line Speed for Global Addresses**—Set the line speeds for each type of call you enabled. The speeds you select affect only global address book entries in the ViewStation's address book.

Gateway Number

The Gateway Number screen lets you set the dial-in number for your H.323 gateway.

Dialing Rules 1

You set network dialing rules on the Dialing Rules 1 screen.



A ViewStation's number(s) are automatically normalized for the address books of other ViewStations. Global Dial takes into account the numbers, area codes (or city codes), country codes, and international dialing access codes for ViewStations that are placing and receiving calls.

For example, if you live in Paris, your ViewStation's number appears correctly in the address books of a system in Paris, a system in Sydney, a system in New York, and a system in Cape Town.

If your system is on your organization's private network as well as a public network, you might have to add additional information that helps the GAB decide how you call other systems on or off your private network. If your system uses only a public network, you do not need to enter anything on the Dialing Rules 1 screen.

The GAB uses the following dialing rules when calling a public network or a private network.

Call From:	Call To:	Type of Call Placed:
Public Network	Public Network	Public Network
Public Network	Private Network	Public Network
Private Network	Public Network	Public Network
Private Network	Private Network	Private Network

You can enter the following private network dialing rules:

- **Number of digits in extension**—Set the number of digits in your dialing extension. This usually applies to systems that are on a PBX. Sites that dial your system with the same area code (or city code) and prefix dial using only your extension number. For example, if your ViewStation's number is 1 512 231 5432 and you set 5 as the number of digits in your extension, a system with the number 1 512 231 5632 dials you using the number 15432.
- **International Dialing Prefix**—Enter the prefix that must be used to place international calls. This prefix is automatically appended to any international calls made from the GAB. This overrides the international dialing prefix that is normally set in the ViewStation Country Setup screen.
- **Public Network Access (Use Public Network)**—Enable this option if your system can dial calls outside of your private network.
- **Public Network Dialing Prefix**—Enter a dialing prefix as required by your PBX to dial out to the public network. This prefix is automatically inserted before the dialing numbers to the public network from the GAB.
- **Public Network (same area code) Prefix**—Enter a prefix if one is required to call within the same area code.
- **Private Network Access (Use Private Network)**—Enable this option if your organization uses a private network for calls.
- **Private Network Dialing Prefix**—Enter the dialing prefix required to dial within your private network. This prefix is used if your ViewStation and the ViewStation you are calling have access to your organization's private network.

Dialing Rules 2

You can set network dialing prefixes for different area codes on the Dialing Rules 2 screen.



If your private network requires you to dial prefixes to access certain area codes (or city codes), you can set those prefixes on the Dialing Rules 2 screen. This prefix is dialed before the area code. For example, some sites require you to dial a 9 before dialing a 1-800-xxx-xxxx number.

Enable the Always Dial Area Code option if you must dial the area code to sites that have the same area code as your ViewStation. This is sometimes necessary in 10-digit dialing.

Global Management

GMS Setup



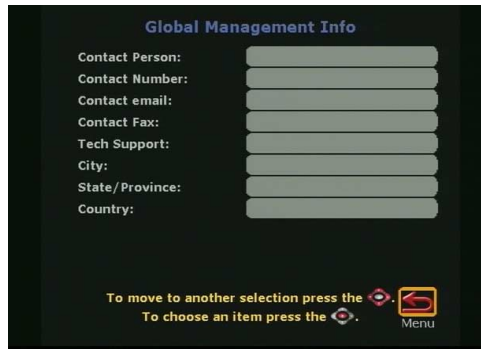
You can set the following options on the Global Management screen.

- Allow Remote Monitoring**—Enable this option to let the system administrator view a call or view the room where the ViewStation is installed.
 For privacy reasons, you can enable this option only from the ViewStation. Users with ViewStations in their private office might not want the system administrator to be able to view their office at any time. For example, if a manager was holding a private meeting, the manager might want to disable remote monitoring.
 If you do not enable the Allow Remote Monitoring option, you cannot request help by pressing INFO twice on the ViewStation remote control, and you cannot add a system to GVM by entering the global manager IP address and restarting the ViewStation. You have to add the ViewStation through GVM.
- Global Manager IP Address**—Enter the IP address for the computer where GMS is installed. If you enter an incorrect IP address, you will no longer be able to access the GAB server and its global addresses.
- Time difference from GMT**—Enter the time difference from where the ViewStation is installed and Greenwich Mean Time (GMT). This allows the global manager to view the local time of the managed ViewStation.
- Daylight Savings Time**—Enable this option if the area where the ViewStation is installed participates in Daylight Savings Time.
- Require Account Number to Dial**—At this time, you cannot enable this option.

- **Validate Account Number**—At this time, you cannot enable this option.

Global Management Info

On the Global Management Info screen, enter the contact information for the person who will operate the GVM console. If ViewStation users need assistance, they can access this screen to see whom to contact.



The screenshot shows a screen titled "Global Management Info" with the following fields and labels:

- Contact Person:
- Contact Number:
- Contact email:
- Contact Fax:
- Tech Support:
- City:
- State/Province:
- Country:

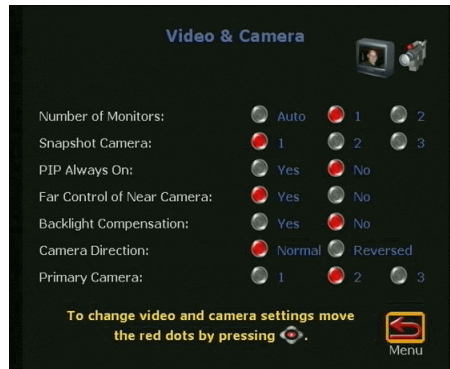
At the bottom, there are instructions: "To move to another selection press the [arrow icon]" and "To choose an item press the [enter icon]". A "Menu" button with a red icon is also visible.

Phone/Audio

To access the Telephone and Audio screen, highlight the Phone/Audio icon and press the Select button on the remote. On the Telephone and Audio screen, enter information about the analog telephone line connected to the ViewStation. You can also change the audio settings for sound effects on the ViewStation. You can mute incoming calls so they will not disturb you. The other site is still able to hear you, unless you press the mute button on the microphone. You can also adjust the volume of the sounds that the ViewStation makes when you select an object on the screen using the remote control.

Video & Camera

The Video & Camera screen lets you change the number of television monitors in your system, in case you go from a single monitor system to a dual monitor system.



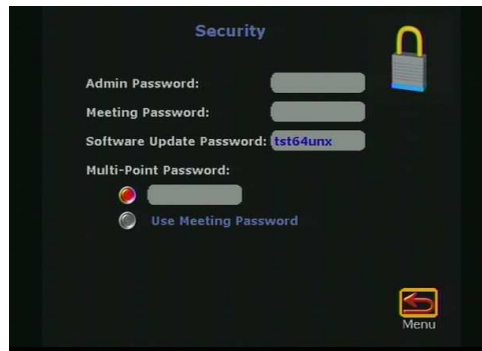
Camera Direction lets you select which direction the camera moves when you press the left and right arrow buttons on the remote control. Primary Camera lets you specify which camera is selected when the ViewStation H.323 is powered on.

PIP Always On lets you choose between having the picture-in-picture (PIP) displayed at all times or only when the ViewStation must display the basic setup elements. Backlight Compensation better illuminates meeting participants in situations with bright backgrounds. Far Control of Near Camera enables or disables the far-site from controlling the near-site's camera.

Security

The Security screen lets you enter the passwords that give you remote access to change options, access meetings, and perform software updates.

Some multiway conferences require a password. You can either enter a Multi-Point password or select the Use Meeting Password button to automatically use the meeting password as the Multi-Point password. You are not required to have a password.

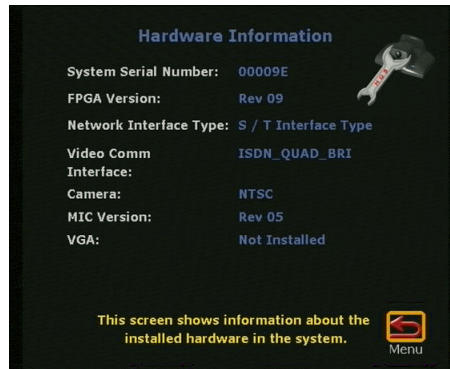


Software and Hardware

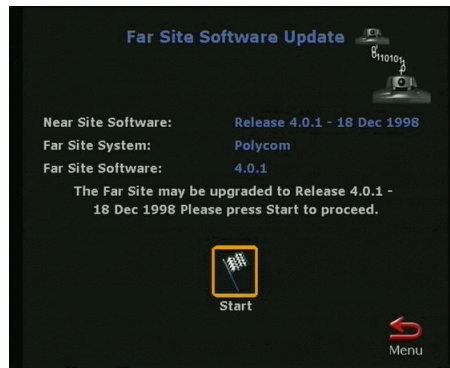
The Software screen contains the serial number for the ViewStation H.323. If you need to upgrade your software in the future, you might be asked for this information. See the **Upgrading Software** section of this document for details about upgrading the software on the ViewStation H.323.



The Hardware Information screen contains information about the type of camera inside the ViewStation H.323, the technology the camera uses to send the video in your calls, and the version of the microphone.



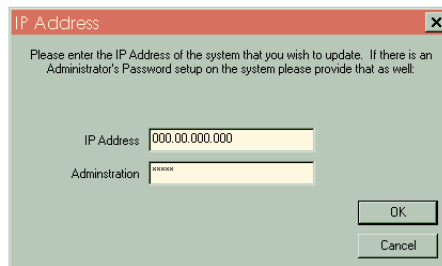
The Far Site Software Update screen can only be accessed if you are in a video call and trying to update another ViewStation H.323's software over a LAN. The screen contains the passwords that are also displayed on the Security screen. For more information about upgrading your ViewStation H.323 software, see the **Upgrading Software** section of this document.



Upgrading ViewStation Software over the LAN

You can use the Polycom SoftUpdate application to update your software over the LAN. SoftUpdate upgrades your software only if your software is more recent than Version 1.4. To upgrade your software:

1. Make sure your PC is connected to the ViewStation. See the **Connecting a PC** section of this document for more information.
2. From your web browser, go to www.polycom.com. At the software download page, choose the appropriate software version for your system. The SoftUpdate.exe file is downloaded to your computer. The file contains the SoftUpdate application and a ReadMe file. If you do not have Internet access, your reseller can supply you with the application.
3. Use the WinZip application on your PC to extract the condensed files inside SoftUpdate.exe. You are asked where you want to put the files. Make sure you select all of the files when extracting.
4. If you are prompted for a password, contact your network administrator.
5. When the application is extracted, double-click on the SoftUpdate.exe icon.
6. Click on the SoftUpdate button.
7. A dialog box prompts you for the IP address of the ViewStation. If you have an administration password, enter it here. If you do not have a password, just click on the OK button.



8. When the System Info window is displayed, click Continue.
9. As the software is being upgraded, you are informed about its progress. When the upgrade is finished, click the OK button and you are done.
10. Print the ReadMe First file, which contains information that might not be included in this document.

Troubleshooting

Symptom	Cause	Solution
Audio		
Not enough volume during a call.	Volume set too low on the ViewStation.	Turn up the ViewStation volume using the remote control.
	Volume set too low on the monitor.	Turn up the volume on your monitor or external amplifier.
ViewStation startup music plays through the built-in ViewStation speaker, but not through monitor speakers.	Monitor speakers or audio amplifier not properly connected.	Check audio connections and volume level on your monitor.
Volume of incoming call ringing and other sound effects too loud or too soft.	Sound effects volume not set at desired level.	Adjust the sound effects volume on the Phone/Audio screen under Setup. If you do not want to hear sound effects, set the volume to 0.
No audio in a call.	Monitor audio inputs not connected properly.	Check audio output on the Generate Tone screen under Diagnostics. You should hear a 400 Hz tone emitting from the speaker.
	ViewStation connected to the wrong audio input on the monitor.	Make sure the ViewStation audio output lead(s) are connected to the same input connector(s) that have been selected on the monitor.
	Far site is muted.	Look for the far site Mute icon. Ask the far site to unmute themselves.
	Too many network line errors.	Disconnect call and reconnect later.

Audio clipping at far-site when using an external wireless microphone.	Audio input is overdriven on the ViewStation.	Turn down output of wireless microphone. Put the ViewStation in local loop and adjust mic output until you hear audio coming back clear and crisp with no clipping.
Local audio can be heard when speaking in the microphone.	The monitor or amplifier are connected to the VCR audio output.	Connect the monitor or audio amplifier to the monitor audio out of the ViewStation.
An echo is heard at the near-site when speaking.	Echoes are always caused by the far-site.	At the far-site, make sure the microphone is placed away from the audio speaker.
	The far-site audio volume may be too loud.	Turn down the audio volume at the far-site.
Audio clipping during the call accompanied by lightning bolts on the screen.	Your IP network is dropping audio packets.	Contact your system administrator or drop the call and reconnect at a lower speed.

Symptom	Cause	Solution
Near-site or far-site cannot hear or see the VCR audio.	VCR input is not selected.	Turn on the VCR input by selecting the NEAR key twice and selecting the VCR icon.
Video		
Picture is blank on the main monitor.	System goes to “sleep” mode after 10 minutes of inactivity.	Pick up the remote control. System will wake up.
Same picture is seen on first and second monitor.	Monitors are connected to the same output. Monitor has both composite and S-Video output.	Connect Monitor 2 to the Monitor 2 connection on the rear panel of the ViewStation.
Picture freezes often during a call, accompanied by lightning bolts on the screen.	Your IP network is dropping video packets.	Contact your system administrator or drop the call and reconnect at a lower speed.

Picture slow or jerky and lightning bolts appear on the screen.	Your IP network is dropping video packets.	Contact your system administrator or drop the call and reconnect at a lower speed.
	Lots of motion in the picture you are receiving.	A background with less motion will provide a better, smoother video picture.
Blue screen from the remote site, but audio works fine.	The remote site might not have a camera or support video.	Contact your system administrator.
Blue screen from the remote site and no audio.	You might be behind a firewall or NAT that does not support H.323.	Contact your system administrator.
Remote site sees blue screen and no audio.	The remote site might be behind a firewall or NAT that does not support H.323.	Contact your system administrator.
Camera voice tracking does not work.	Camera tracking was turned off by near or far-site.	Camera tracking is turned off when the near or far site moved your camera. Press the AUTO button to restore tracking.
	The far-site is speaking.	The camera stops tracking when the far-site speaks to prevent the camera from pointing to your monitor speaker.
	The far-site is very noisy.	The camera stops tracking when the far-site has a loud noise.
	Near-site is on mute.	The near-site camera does not track when the near-site is on MUTE. Toggle the mute function using the MUTE button.
	Near-site is noisy or too many people talking at once.	Reduce the noise in the room.

Blue screen in the PIP window.	No video input.	Check for video source on selected input.
	The VCR input is selected and VCR is idle or not running. Most VCRs generate a blue screen when a tape is not playing.	Select a different input on the ViewStation or play a tape on the VCR.
Near end camera does not pan or tilt.	You are attempting to move Camera 2 or 3.	Camera 1 is the only movable camera.
You cannot control the remote camera.	The remote site might not support far end camera control (FECC) over H.323.	Contact your system administrator.

Symptom	Cause	Solution
Network and Communications		
Line Status icon does not go away so video calls cannot be made.	The ViewStation is not connected to a LAN.	Make sure your LAN wire is connected in the orange connector on the back of the ViewStation and the green light on the connector goes on when it is connected.
The green light on the LAN connector does not go on when the LAN wire is connected.	The LAN wire is not connected to a LAN hub or switch.	Contact your system administrator.
Error “Far Site Busy” message when dialing a video call.	The remote site is already in a another call.	Call back later when the remote site is finished with its current call.
“Site Not Responding” message when dialing a video call.	The remote site at the dialed address cannot accept IP calls.	Check to make sure the IP address or name you are calling is correct. If you are using a name with a gatekeeper, make sure both sites are registered with the gatekeeper (Admin Setup>LAN H.323 >H.323>Gatekeeper) or contact your system administrator.
“Call Rejected” message when dialing a video call.	The remote site or a gatekeeper is not allowing you to call this site.	Contact your system administrator.

“Network Error” message when dialing a video call.	The remote site or a gatekeeper is not allowing you to call this site.	Check to make sure the IP address or name you are calling is correct. If you are using a name with a gatekeeper, make sure both sites are registered with the gatekeeper (Admin Setup>LAN H.323 >H.323>Gatekeeper) or contact your system administrator.
In the middle of a call, the call disconnects with the message “Far Site Not Responding”.	No video has been received from the remote site for more than 45 seconds.	The remote endpoint has crashed or the network is experiencing problems. Contact your system administrator.
Blue screen from the remote site and no audio.	You might be behind a firewall or NAT that does not support H.323.	Contact your system administrator.
The remote site sees a blue screen and no audio.	The remote site might be behind a firewall or NAT that does not support H.323.	Contact your system administrator.

Symptom	Cause	Solution
LAN/Intranet		
Cannot access the ViewStation from your PC browser.	DHCP Client is ON and no DHCP server is available.	Contact your network administrator.
	LAN cable is connected to the PC port.	Connect the LAN cable to the LAN port on the rear of the ViewStation.
	Bad LAN cable.	Check the light on the back of the ViewStation. You should have a steady green light to indicate a connection to the LAN and a flashing orange light to indicate LAN traffic.
	There is a firewall between your PC and the ViewStation.	Consult your network administrator.
	Your PC is on a different subnet and there is router between you and the ViewStation.	Change your PC or ViewStation subnet mask and IP address so they are on the same LAN or subnet.
System does not allow management via the web.	Wrong password.	Enter the correct password. The default password is admin .
	Too many managers logged into the system.	Only two system managers are allowed at any one time. To log everybody else out, restart the ViewStation.

Symptom	Cause	Solution
Presentations		
Web browser does not allow showing of PowerPoint presentations from the PC to the ViewStation.	Wrong version of web browser.	Presenting PowerPoint slides works with Microsoft Internet Explorer version 3.02 or higher on Windows 95 and Windows NT Workstations. Presenting PowerPoint slides also works with Internet Explorer 4.0 on Windows 95. You might need to load service packs to your browser. This function does not work with Netscape at this time.
PowerPoint presentation does not export.	Wrong version of Microsoft Office.	Use Microsoft Office 97.
	Insufficient disk space.	Slides are converted to JPEG and are stored in the Windows/Temp directory on your PC. Create more room on your PC.
Cannot connect to the PC from the ViewStation for presentation. The PC name is there, but the PC presentation cannot be accessed when the slide button is pressed.	Incorrect password.	Enter the correct password that was entered on the PC.
	Firewall between the ViewStation and the PC.	Consult your IT manager.
	Too many presenters. The ViewStation allows a maximum of eight presenters or PCs to be logged on at one time.	Have extra presenters disconnect.
Snapshots and presentations cannot be viewed, although the PC has access to the main web page of the ViewStation.	Too many viewers logged in. The ViewStation supports up to 15 viewers via the web browser in a point-to-point call, up to 10 viewers in a 3-way call, and up to 8 viewers in a 4-way call.	Have extra viewers disconnect.
		Change the slide-viewing password on the Security screen to allow only authorized viewers.

Cannot view presentation or snapshots from the web.	Security level set to High on web browser.	Lower the security level on browser to Medium or None.
	Wrong version of web browser.	For viewing snapshots or slides from the web, the ViewStation supports Internet Explorer 3.02 or higher and Netscape 4.0 or higher.
	Incorrect viewing password.	To check the slide and snapshot viewing password and other information about your presentation, press the INFO button on the remote control during a presentation. The viewing password can be changed on the Security setup screen.
System Control		
System does not respond to the hand-held remote control.	No batteries in the remote.	The green light at the front of the ViewStation should blink with each button pressed on the remote.
	Batteries installed incorrectly.	Insert batteries with correct +/- position.
Low battery icon on the screen.	Low battery in the remote control.	Replace the batteries in the remote with 3 AAA batteries.

Symptom	Cause	Solution
General Problems		
Slow blinking green light appears on the front of the ViewStation.	The system is sleeping.	System is in power save sleep mode. This is normal. The system will wake up on any action from the remote control or on an incoming call.
Red light appears on the front of the ViewStation.	The system is in a call.	This is normal.
Green light appears on the front on the ViewStation.	The system is not in a call.	This is normal.

Cannot enter the System Setup Menus.	System is password protected. Password has been forgotten.	Go to the Diagnostics menu and perform a system reset. This erases all the system settings, except for the address book. You can then enter a new password on the Security menu.
System starts in the Software Update screen.	System software is corrupt or not loaded properly.	Load system software on the ViewStation from your PC.